



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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December 28, 2011

TO: Each Supervisor

FROM: 
Sheryl L. Spiller, Acting Director

**SUBJECT: NOTICE OF INTENT TO AMEND INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT WORK ORDER
NUMBER 04-1337**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend Information Technology Support Services Master Agreement (ITSSMA) Work Order Number 04-1337 with Unified Technical, Inc., for a Senior Application Developer to provide technical consultant services for the Lotus Notes Custom Applications Migration project. This amendment will extend the Work Order from January 1, 2012 to December 31, 2012, and will increase the maximum amount of the Work Order by \$200,000, from \$700,000 to \$900,000. In accordance with ITSSMA guidelines, prior Board notice is required for projects that exceed \$300,000.

BACKGROUND

In August 2008, the Department of Public Social Services (DPSS) acquired the services of a time and materials consultant through an ITSSMA competitive bid to assist in the maintenance and/or enhancements of an existing suite of more than 40 Lotus Notes Custom Applications. These applications are used department-wide to meet critical business needs on a daily basis. To date, the consultant has worked closely with the Department in the development of the highly technical requirements, and provided technical support in the planning and execution of migration activities to an Oracle platform. This included making recommendations regarding decisions and approaches, attending key project meetings, and assisting in communications with various Department subject-matter experts.

SCOPE OF WORK

The Work Order extension will allow for continued consultant support for the ongoing maintenance/enhancements of the existing Lotus Notes applications that are needed until the completion of their migration to an Oracle Platform. In performance of this work, the Consultant will: (1) continue to assist the Department with migration planning activities; (2) provide daily support to the department's Lotus Notes project manager in the resolution of technical issues; (3) assist with the communication and reporting to the application's stakeholders; and (4) provide expert advice on technical requirements, techniques, and procedures to maintain or improve the quality and reliability of the existing work products and processes. The Consultant will also provide expert technical support for the following existing custom Lotus Notes applications:

- Civil Rights Investigations
- Promotion Request System
- VIP Hot Line
- Internal Affairs Investigations
- Supportive Services Program
- Health and Nutrition Help Line
- GEARS Change Requests

JUSTIFICATION

On February 17, 2009, your Board approved the execution of a series of work orders with the Oracle Corporation for application development consulting services for the Lotus Notes Custom Applications Migration Project. DPSS has been working closely with the Chief Information Office (CIO) on the execution of those work orders and throughout the development activities performed by Oracle. Due to the complexity of the development activities associated with the total redesign of the framework to best meet DPSS changing business needs, the scope of the migration project has been expanded which resulted in the extension of the project by one year.

The remaining services received under this Work Order are crucial to the continuity of services provided to users of the Lotus Notes legacy applications pending the successful completion of the Lotus Notes Custom Applications Migration Project. While Phase I is in its final stage, Phase II is already underway. To ensure Phase II is completed by December 2012, we are distributing the migration effort among several development units. This distribution of development resources will allow us to meet the December 2012 target completion date. Unified Technical, Inc. is thoroughly familiar with DPSS business processes and is technically proficient in all aspects of the project. County staff do not possess the Lotus Notes skills required to perform the highly complex technical support provided by Unified Technical, Inc. Furthermore, the Department is migrating its Lotus Notes E-mail platform and all of its applications to an Oracle platform. Consistent with this direction, investments in training County personnel

must be directed towards the new platforms, while maintaining the legacy Lotus Notes systems with contracted staff until the migration effort is completed in 2012. Effective January 2013, maintenance of the applications migrated to the Oracle platform will be performed by DPSS staff; and the department will no longer require Consultant services under this Work Order.

This project conforms to our Business Automation Plan, as required by the CIO.

FISCAL IMPACT

The proposed amendment will increase the total amount of the Work Order by \$200,000 for a total amount of \$900,000. The hourly rate of the consultant will remain the same throughout the Work Order extension.

Since there is a CalWORKs and CalFresh Maintenance of Effort (MOE) requirement, which will be met by the County, there is no additional net County cost (NCC) for these programs. The share of cost associated with programs such as General Relief, results in an estimated NCC of \$18,000. Funding is available in our Fiscal Year (FY) 2011-12 Adopted Budget to cover the extension cost of this Work Order through the reduction of ITSSMA consultants in other areas and other projected reductions in ISD services. Funding for FY 2012-13 will be included in the Department's annual budget request.

NOTIFICATION TIMELINE

Consistent with the ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In ten business days, absent any inquiries from your office, we will notify ISD to proceed with the Work Order amendment.

SLS:pcr

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Deputy Chief Executive Officer
Director, Internal Services Department

REVIEWED BY:


Richard Sanchez, Chief Information Officer

Date: 12-28-11